What is claimed is:

1. A method of providing remote control over a contact within a contact centre to a user associated with the contact, comprising the steps of:

   a) generating a web page, said web page including information relating to the status of the contact,

   b) providing one or more user controls accessible from said web page,

   c) awaiting activation of at least one of said controls by the user, and

   d) on activation of one of said controls, generating a command to a contact management component of the contact centre, said command being effective to influence the status of the contact.

2. A method as claimed in claim 1, wherein said step of generating a web page is carried out in response to a request from a user, said request including an identifier provided to the user by the contact centre to identify said contact.

3. A method as claimed in claim 2, wherein said contact is associated with a communications session between the user and the contact centre, and wherein said identifier is provided to the user as part of said communications session.

4. A method as claimed in claim 1, wherein said information includes one or more of:

   i)   an indication of a position of the contact
         in a queue,

   ii)   an indication of the current expected wait
         time for an agent to respond to the contact,

   iii) an indication of the identity of an agent
         currently assigned to deal with the contact,

   iv)   an indication of a skillset grouping
         according to which the contact is queued, and

   v)   an indication of the media type of the
         contact.

5.   A method as claimed in claim 1, wherein said
command is effective to switch the contact between
queues in the contact centre.

6.   A method as claimed in claim 1, wherein said
command is effective to terminate a communications
session involving the contact and to provide a new
communication to the contact centre from the user to
the contact centre from the web page or a page linked
to the web page.

7.   A method as claimed in claim 6, wherein said
contact is associated with a real time communications
session between the user and the contact centre, and
the new communication is an email or form submission
generated by the user from the web page or a page
linked to the web page.

8.   A method as claimed in claim 7, wherein said
contact is associated with a communications session

between the user and the contact centre selected from a voice telephony session, a video telephony session, a web chat session and an instant messaging session.

9. A method as claimed in claim 6, wherein said contact is associated with a real time communications session between the user and the contact centre, and the new communication is a call-back request generated by the user from the web page or a page linked to the web page.

10. A method as claimed in claim 9, wherein said contact is associated with a communications session between the user and the contact centre selected from a voice telephony session, a video telephony session, a web chat session and an instant messaging session.

11. A method as claimed in claim 1, further comprising the steps of:

    e) receiving from the contact centre confirmation of the new status of the contact after execution of said command, and

    f) generating a new web page including information relating to the new status of the contact.

12. A computer program product comprising instructions in machine readable form which, when executed in a web server having an interface with a contact centre, cause the web server to:

    a) generate a web page, said web page including information relating to the status of a contact

within the contact centre associated with a user
of the contact centre,

b) provide one or more user controls accessible from
said web page,

5   c) await activation of at least one of said controls
by the user, and

d) on activation of one of said controls, generate a
command to a contact management component of the
contact centre, said command being effective to
10   influence the status of the contact.

13.   A web server comprising:

a) an interface with a management system of a contact
centre,

b) a web page building engine for receiving
15   information relating to the status of a contact
within the contact centre associated with a user
of the contact centre, and generating a web page
including said information,

c) a control interface for recognising the activation
20   of one or more user controls accessible from said
web page, and

d) a command generator for generating a command to a
management system of the contact centre on
activation of one of said one or more user
25   controls, said command being effective to
influence the status of the contact within the
contact centre.

14. A contact centre system comprising an interface for enabling a communications session to be initiated between a user and the contact centre, a management system for managing a contact generated in response to
5   the initiation of said communications session, and a web server, said web server comprising:

   a) an interface with a management system of a contact centre,

   b) a web page building engine for receiving
10   information relating to the status of a contact within the contact centre associated with a user of the contact centre, and generating a web page including said information,

   c) a control interface for recognising the activation
15   of one or more user controls accessible from said web page, and

   d) a command generator for generating a command to a management system of the contact centre on activation of one of said one or more user
20   controls, said command being effective to influence the status of the contact within the contact centre.

15. A web page comprising code which when interpreted in a client program is effective to provide to a user
25 of said client program:

   a) dynamically generated information relating to the status of a contact within a contact centre associated with said user,

b) an indication of one or more status change options available for said contact within the contact centre, and

c) one or more user controls accessible from said web page for activation by the user to select one or more of said status change options.

16. A web page as claimed in claim 15, wherein said information includes an indication of a queue in which the contact is queued and said status change options include the option to switch the contact to at least one other alternative queue.

17. A web page as claimed in claim 15, wherein said information includes an indication of a queue position of the contact within a queue and said status change options include the option to terminate a communications session associated with the contact and to generate a substitute communication for queuing in the contact centre.

18. A web page as claimed in claim 17, wherein said substitute communication is selected from a call-back request, an email and a web form submission.

19. A method of providing information regarding a contact within a contact centre to a user associated with the contact, comprising the steps of:

a) providing a web page accessible by said user to enable the user to identify said contact to a web server,

b) receiving at the web server a communication from the user identifying said contact,

c) forwarding information identifying said contact in an information request to a management system of the contact centre,

d) receiving from the management system of the contact centre information regarding the status of the contact, and

e) returning a web page to the user comprising some or all of said information regarding the status of the contact.

20. A method as claimed in claim 19, wherein said web page returned in step e) includes one or more user controls which when activated by the user cause the web server to issue a command to a management system of the contact centre to influence the status of the contact.

21. A method as claimed in claim 20, further comprising the steps of:

f) awaiting activation of one of said one of more user controls,

g) issuing said command, and

h) upon receipt of a confirmation of the execution of said command, generating a new web page with information on the updated status of the contact.

22. A computer program product comprising instructions in machine readable form which, when executed in a web

server having an interface with a contact centre, cause the web server to:

    a) provide a web page accessible by a user of the contact centre to enable the user to identify a contact within the contact centre to said web server,

    b) receive at the web server a communication from the user identifying said contact,

    c) forward information identifying said contact in an information request to a management system of the contact centre,

    d) receive from the management system of the contact centre information regarding the status of the contact, and

    e) return a web page to the user comprising some or all of said information regarding the status of the contact.

23. A web server comprising:

    a) code for a first web page accessible by a user of the contact centre to enable the user to identify a contact within the contact centre to said web server,

    b) an interface with a management system of a contact centre,

    c) a request forwarding module for receiving from the user an identifier of said contact and forwarding

said identifier to the management system of the contact centre, and

d) a web page building engine for receiving information relating to the status of a contact within the contact centre associated with a user of the contact centre, and generating a web page including said information.

24. A web server as claimed in claim 23, wherein said code for a first web page is fixed code maintained in a store.

25. A web server as claimed in claim 23, wherein said code for a first web page is code for the dynamic generation of said first web page on receipt of a web page request from the user.

26. A contact centre system comprising an interface for enabling a communications session to be initiated between a user and the contact centre, a management system for managing a contact generated in response to the initiation of said communications session, and a web server, said web server comprising:

a) code for a first web page accessible by a user of the contact centre to enable the user to identify a contact within the contact centre to said web server,

b) an interface with a management system of a contact centre,

c) a request forwarding module for receiving from the
user an identifier of said contact and forwarding
said identifier to the management system of the
contact centre, and

5   d) a web page building engine for receiving
information relating to the status of a contact
within the contact centre associated with a user
of the contact centre, and generating a web page
including said information.

10   27.   A method of providing information regarding a
contact within a contact centre, comprising the steps
of:

a) receiving notification of a new communication
between the contact centre and a user of the
15   contact centre,

b) generating a contact associated with said
communication and allocating an identifier to said
contact,

c) providing said identifier to the user,

20   d) receiving from a web server a contact status
request for said contact, wherein the contact is
identified in said contact status request using
said identifier, and

e) returning to the web server, in response to said
25   request, information regarding the current status
of the contact associated with the identifier,

whereby said user can submit the identifier received on initiation of the communication to a web server and receive from the web server information regarding the status of the contact.

28. A method as claimed in claim 27, wherein said information includes one or more of:

    i)   an indication of a position of the contact in a queue,

    ii)   an indication of the current expected wait time for an agent to respond to the contact,

    iii)   an indication of the identity of an agent currently assigned to deal with the contact,

    iv)   an indication of a skillset grouping according to which the contact is queued, and

    v)   an indication of the media type of the contact.

29. A method as claimed in claim 27, further comprising the steps of:

    f) receiving from said web server a command to effect a change in the status of the contact, and

    g) in response to said command, changing the status of the contact.

30. A method as claimed in claim 29, wherein said command is a command to switch the contact between queues in the contact centre.

31. A method as claimed in claim 29, wherein said command is a command to terminate a communications session involving the contact and to substitute a new communication received from the user via the web
5   server.

32. A method as claimed in claim 29, further comprising the step of:

    h) issuing to the web server a confirmation of the execution of the command.

10   33. A computer program product comprising instructions in machine readable format which when executed in a computing system of a contact centre are effective to cause said system to:

    a) generate a contact, upon receiving notification of
15   a new communication between the contact centre and a user of the contact centre, said contact being associated with said communication,

    b) allocate an identifier to said contact,

    c) provide said identifier to the user, and

20   d) return information to a web server, on receiving from the web server a contact status request for said contact, wherein the contact is identified in said contact status request using said identifier, said information comprising information regarding
25   the current status of the contact associated with the identifier.

34. A contact centre management system comprising:

a) a contact object generator for generating a contact, upon receiving notification of a new communication between the contact centre and a user of the contact centre, said contact being
5 associated with said communication,

b) an identifier allocation module for allocating an identifier to said contact,

c) an interface with a communications system of the contact centre for returning said identifier to
10 the user, in response to said communication, and

d) an interface with a web server for receiving from the web server a contact status request for said contact, wherein the contact is identified in said contact status request using said identifier, and

15 e) a status information compiler for compiling, in response to said contact status request, information regarding the current status of the contact associated with the identifier and returning said information to the web server.

20 35. A method of controlling a contact within a contact centre, comprising the steps of:

a) providing a contact identifier to a user associated with the contact,

b) receiving from a web server a contact control
25 command, said contact control command comprising said identifier and an indication of an action to be taken to alter the status of the contact, and

    c) altering the status of the contact in response to
       said contact control command.

whereby said user can issue a command to control the
contact via a web server using the identifier received
5   on initiation of the contact.

36. A method as claimed in claim 35, wherein said
command is a command to switch the contact between
queues in the contact centre.

37. A method as claimed in claim 35, wherein said
10 command is a command to terminate a communications
session involving the contact and to substitute a new
communication received from the user via the web
server.

38. A method as claimed in claim 35, further
15 comprising the step of:

    d) issuing to the web server a confirmation of the
       execution of the command.

39. A computer program product comprising instructions
in machine readable format which when executed in a
20 computing system of a contact centre are effective to
cause said system to:

    a) provide a contact identifier to a user associated
       with a contact being processed in the contact
       centre,

25   b) receive from a web server a contact control
       command, said contact control command comprising

said identifier and an indication of an action to be taken to alter the status of the contact, and

c) alter the status of the contact in response to said contact control command.

5 40. A contact centre management system comprising:

a) a contact identifier generator for generating an identifier for a contact being processed in the contact centre and providing said identifier to a user associated with said contact,

10 b) an interface for a web server for receiving from the web server a contact control command, said contact control command comprising said identifier and an indication of an action to be taken to alter the status of the contact, and

15 c) a command interpretation engine for altering the status of the contact in response to said contact control command.